Customer Complaint Handling Procedure
PT Morgan Stanley Sekuritas Indonesia

1. Receive Client Complaint
2. Receive Client Complaint Receipt
3. Request additional document or information (if any)
4. Provide additional documents or information
5. Provide Complaint settlement to Client, in verbal and/or writing

*Settlement Period:
Verbal: 5 days since the complaint received.
Written: 20 days since the complaint received completely and can be extended under certain conditions.

By E-Mail to: queries_ikt@morganstanley.com

Client

Agree

Not Agree

Resolve using Dispute Resolution Clause in the Agreement